



IN THE UNITED STATES PATENT AND  
TRADEMARK OFFICE

Art Unit: 2645  
Examiner: A. Hoosain

23/G  
B.D.  
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Technology Center 2600

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B.D.  
4-30-03

In Re: Igor Neyman et al.  
Case: P3251  
Serial No.: 08/928,861  
Filed: 09/12/1997  
Subject: Call Center Apparatus and Functionality in Telephony

To the Commissioner of Patent and Trademarks  
Washington, D.C. 20231

Dear Sir:

**Response I**

All of the claims standing for Examination in the above-referenced case are reproduced below. The specification, and claims 2, 5, 10 and 13 are herein amended in the present response.

**In the specification:**

~~N.E.~~  
Please delete the paragraph beginning on page 33, line 18 of the specification, and replace with the following paragraph:

G!  
- As examples of IPNT application, in those embodiments dealing with personal routing and personal routers, the methods and apparatus described may also be adapted to IPNT so personal routing rules, negotiation, and the like may be